

CITY OF HARTFORD

OFFICE OF THE CITY MANAGER

DIVISION OF MANAGEMENT & BUDGET

OFFICE OF GRANTS MANAGEMENT

550 MAIN STREET, ROOM 108

HARTFORD, CT 06103

Website: www.hartford.gov/grantsmanagement/



DATE: DECEMBER 6, 2002

TO: ALL APPLICANTS

**RE: FY 2003-2004 NOTICE OF FUNDING AVAILABILITY (NOFA):
HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS (HOPWA) PROGRAM**

DUE DATE: FRIDAY, JANUARY 10, 2003 NOT LATER THAN 3:30PM, EST

The City of Hartford will be eligible to receive a Fiscal Year 2003 Formula Allocation from the U.S. Department of Housing and Urban Development (HUD) under the Housing Opportunities For Persons With AIDS (HOPWA) entitlement program. This letter outlines the application submittal, application review, and grant award process that applicants must follow to be considered for funding. The City intends to make several awards, subject to fund availability. The City reserves the right to make grant awards deemed to be in the best interest and to the benefit of, extremely low, very low, and low-income persons living with acquired immunodeficiency syndrome (AIDS) or related diseases and their families residing in the Hartford Metropolitan Statistical Area (MSA).

The Office of Grants Management will accept applications from interested public/private nonprofit agencies, nonprofit organizations, faith-based community organizations, and community-based organizations for funding consideration under the FY 2003-2004 HOPWA program (July 1, 2003 - June 30, 2004). Applications will be accepted for HOPWA assistance in the form of grants to support housing, program activities and services deemed eligible for funding as per HOPWA Program regulations. The goal for all projects and programs receiving HOPWA funds is to enhance the overall quality of life for persons living with AIDS or related diseases and their families.

Eligible applicants for HOPWA funding are project sponsors that provide housing and supportive services to persons living with AIDS. Such persons and programs may be from any town and/or community located within the Hartford, MSA. Said towns and communities are listed in the ***Fact Sheet: Housing Opportunities For Persons With AIDS Grant Program***. As previously stated, applications will be accepted for HOPWA assistance in the form of grants to meet the housing needs of extremely low, very low, and low-income persons living with AIDS or related diseases and their families residing in the Hartford MSA.

It is the City's intent to use available funds to support programs that enhance the quality of life in the city of Hartford and the MSA and that maximize and demonstrate the effective use of limited financial resources. The Priority Needs objectives from the City's Consolidated Plan, ***Hartford: Building For A New Millennium***, that will be used for determining allocations under this NOFA are as follows:

Priority Need Category: PEOPLE WITH HIV/AIDS AND THEIR FAMILIES

| HOPWA OBJECTIVE NUMBER HIV/AIDS-1 | HOPWA OBJECTIVE NUMBER HIV/AIDS-2 | HOPWA OBJECTIVE NUMBER HIV/AIDS-3 |
|---|---|--|
| Use HOPWA funds to sustain and expand housing and Social Services for people with HIV/AIDS and their families in the MSA. | Support the efforts of the Connecticut AIDS Residence Coalition and others to increase decent, affordable housing and service access for those with HIV/AIDS within the Hartford MSA. | Work with the City to provide Section 8 certificates to eligible people living with HIV/AIDS and their families. |

| HOPWA OBJECTIVE NUMBER HIV/AIDS-4 | HOPWA OBJECTIVE NUMBER HIV/AIDS-5 | HOPWA OBJECTIVE NUMBER HIV/AIDS-6 |
|---|---|--|
| Identify alternative funding sources to enhance housing options and services for people living with HIV/AIDS including funding options for first month's rent (or security deposits) for those on fixed incomes relocating to a new apartment, and on-going rental subsidies. | Promote information sharing on affordable/supportive housing programs within the MSA. | Promote coordination of outreach and service provision among the many HIV/AIDS service providers and providers serving the broader population. |

The specific objectives associated with each of the Priority Needs listed above can be found in the ***Fact Sheet: Housing Opportunities for Persons with AIDS Grant Program***, as well as in the Consolidated Plan, Year One Action Plan for FY 2000-2001, Year Two Action Plan for FY 2001-2002 and Year Three Action Plan for FY 2002-2003. To aid applicants in determining what level of funding they may wish to seek, the following chart was prepared to provide an overview on the range of HOPWA allocations that were made during FY 2001-2002 and FY 2002-2003.

HOPWA PROGRAM ALLOCATIONS

| PROGRAM SPONSOR | FY 2001-2002 | FY 2002-2003 |
|--|-------------------|------------------|
| Tabor House | \$35,854 | \$85,000 |
| Center City Churches | 155,000 | 155,000 |
| Christian Activities Council | 20,000 | 20,000 |
| Chrysalis Center | 93,385 | 122,750 |
| Community Renewal Team | 59,675 | 59,675 |
| CT AIDS Residence Coalition | 111,000 | 111,000 |
| Human Resources Agency (HRA) New Britain | 103,136 | 109,840 |
| Immaculate Conception Shelter & Housing Corp. | 15,325 | 33,000 |
| Mercy Housing & Shelter Corp. | 168,645 | 101,015 |
| Perception Program | 91,559 | 111,700 |
| St. Philip House | 54,341 | 57,140 |
| HOPWA Program Sponsor Subtotals | \$ 907,920 | \$966,120 |
| Grants Management Program Administration (3%) | 28,080 | 29,880 |
| HOPWA Program Totals | \$ 936,000 | \$996,000 |

HUD requires the City to submit an Annual Plan to its adopted Consolidated Plan, ***Hartford: Building For A New Millennium***, to access the HOPWA funds. This Annual Plan will detail activities to be undertaken during FY 2003-2004. It will be submitted to HUD no later than May 15, 2003. It will address the intended use of HUD funds under the City's Community Development Block Grant (CDBG), including community development actions and priorities, Home Investment Partnerships Program (HOME), Emergency Shelter Grant (ESG) and Housing Opportunities for Persons With AIDS (HOPWA) programs. The priorities identified in ***Hartford: Building For A New Millennium*** will be used as a guide in allocating funds made available under this NOFA. The Consolidated Plan, the FY 2000-2001 Year One, FY 2001-2002 Year Two and FY 2002-2003 Year Three Annual Plans are available on the Office of Grants Management's website: www.hartford.gov/grantsmanagement. The plans are also available for review at the Office of Grants Management, 550 Main Street, Room 108, Hartford, Connecticut between 9:00 AM and 4:00 PM, Monday through Friday.

Applications seeking funding for programs and/or projects during FY 2003-2004, for the period of July 1, 2003 through and including June 30, 2004, are due in the Office of Grants Management, Room 108, Hartford City Hall, 550 Main Street, Hartford, Connecticut on Friday, January 10, 2003, and must be received not later than 3:30 P.M., E.S.T (including by mail). There will be no exceptions.

One (1) signed, unbound, paper-clipped, white original and **four (4) unbound, paper-clipped, white** copies of the Application For Funding Assistance-Housing Opportunities For Persons with AIDS (HOPWA) must be submitted. The original application and copies (including the original attachments) are to be placed in one unsealed envelope, bearing the name and address of the applicant and clearly marked with the words **"FY 2003-2004 APPLICATION FOR FUNDING ASSISTANCE : HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS PROGRAM"**. *If more than one application is being submitted, each application must be packaged separately.* Each original application submitted must be signed by an authorized principal or agent in **blue ink**. Unsigned applications will not be considered. Be sure to **use the FY 2003-2004 application form**. Applications submitted using ***previous years' forms will not be accepted.*** There will be no exceptions.

A completed Application package will include the following as described therein and as per instructions on the Checklist:

- (1) Housing Opportunities for People with AIDS – FY 2003-2004 Cover Sheet (completed and original signed in **blue ink** by the program's authorized representative);
- (2) Check List (completed and signed in **blue ink** by the program's authorized representative; the Cover Sheet and the Check List must be signed by the same person); and
- (3) The **"Application for Funding Assistance – HOPWA Program"** (to be prepared by the applicant following instructions on the Check List. All elements on the Check List must be submitted for the application to be considered complete).

Applicants whose projects receive funding from other sources, must provide documentation of funding commitments. Projects requiring action by a City department must obtain a letter of commitment for the action from the department head. ***ALL LETTERS MUST BE DATED NO EARLIER THAN DECEMBER 1, 2002.***

Applications may be mailed or hand-delivered to:

City of Hartford, Division of Management & Budget
Office of Grants Management, Room 108
550 Main Street
Hartford, CT 06103

If the application package is mailed, it **MUST** be time-stamped in the Office of Grants Management, Room 108, 550 Main Street, Hartford, Connecticut 06103 by **3:30 P.M. EST, Friday, January 10, 2003**. The Office of Grants Management will not accept applications sent by facsimile (FAX) or e-mail. Applications received after the deadline for submission will not be considered for funding by the Office of Grants Management. Said applications will be time-stamped and returned to the applicant. There will be no exceptions.

Your application must be prepared on the application forms provided. You may also download the application form at the City of Hartford's Website: www.hartford.gov/grantsmanagement, or prepare the application on-line. Documents may be accessed via PDF/Acrobat Reader 4.0 or greater. If an applicant elects to prepare its application(s) on-line, or using forms downloaded from the City's Website, the application is reminded to adhere to all application preparation requirements. The on-line application is provided as a courtesy by the Office of Grants Management. Neither the City of Hartford nor the Office of Grants Management is responsible for any system failure. If you are unable to fill the application out on-line, you may print a copy or pick an application up at the Office of Grants Management. Applications completed on-line must be mailed or hand delivered, they will not be accepted via email.

The funding cycle timeline is provided below.

| | |
|--|---------------------------------|
| Notice of Funding Availability (NOFA) for Community Development Block Grant and Housing Opportunities For Persons With AIDS issued | December 6, 2002 |
| Pre-Application Sessions (For CDBG Applications Only) | December 13, 2002 |
| Application Submission Deadline | January 10, 2003 |
| Public Hearing No. 1 | January 14, 2003 |
| Application Technical Review & Evaluation Process | January 15 – February 6, 2003 |
| Office of City Manager Review of Applications Received | February 10 – February 21, 2003 |
| Manager's Annual Plan (funding allocations) Submitted to Council | February 24, 2003 |
| Public Comment Period Recommended Annual Plan Summary | February 24 – March 24, 2003 |
| Publishing of Manager's Annual Plan Summary | February 27, 2003 |
| Public Hearing No. 2 (Before Council Re Manager's Action Plan) | March 19, 2003 |
| Council Adopts Annual Plan/Funding Allocations (CDBG, HOME, ESG, HOPWA) | April 14, 2003 |
| Annual Action Plan Submitted to HUD | May 1, 2003 |
| Award Notices Released | May 2003 |
| Orientation for Agencies Awarded CDBG Funds | June 2003 |
| CDBG Program Year 29/FY 2003 HOPWA/FY 2003 ESG/FY 2003 HOME Funding Period | July 1, 2003 - June 30, 2004 |

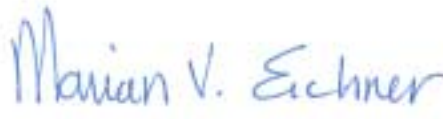
Applicants are strongly advised to carefully read the entire NOFA package and all instructions associated with completing an application. Many commonly asked questions, such as the deadline for submitting applications and what activities can be funded under the HOPWA program, are answered in the attached ***Fact Sheet: Housing Opportunities For Persons With AIDS Grant Program***. However, applicants who do need more information about the NOFA, or clarification about specific requirements in the NOFA, may contact the Office of Grants Management at 543-8650.

Applicants are herein informed that if their application(s) is awarded funds, contract execution will not occur until HUD approves the City's adopted Year Four Annual Plan to its Consolidated Plan, all required information is submitted to the City, a scope of services is negotiated for your program/project and a program/project budget is approved.

The Office of Grants Management looks forward to receiving an application from your organization.



Deborah J. Bush
Grants Program Administrator



Marian V. Eichner
Senior Project Manager

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HOUSING OPORTUNITES FOR PERSONS WITH AIDS GRANT PROGRAM

The following was prepared in a question/answer format to make it easier to understand aspects of the Housing Opportunities For Persons With AIDS (HOPWA) Grant Program. It answers commonly asked questions about the HOPWA Program. In addition, important requirements and eligible uses of HOPWA funds are highlighted.

1. *What is the Housing Opportunities For Persons With AIDS (HOPWA) Grant Program?*

HOPWA funds are authorized by the AIDS Housing Opportunity Act (AOHA) and as amended by the Housing and Community Development Act of 1992. The program is designed to provide states and localities with resources and incentives to develop long-term, comprehensive strategies for meeting the housing needs of low and moderate-income persons living with acquired immunodeficiency syndrome (AIDS), HIV, or related diseases and their families. Hartford qualifies to apply for and accept funds as an entitlement community based on three factors:

- 1) It is the most populous unit of general local government in its MSA;
- 2) The MSA has a population of more than 500,000; and
- 3) Within the MSA there are more than 1,500 cumulative cases of AIDS as reported by the Center For Disease Control (CDC).

2. *Which cities, towns and communities are located within the Hartford, MSA that would be eligible to receive HOPWA funding support via the City of Hartford?*

| HARTFORD COUNTY (PART): | |
|---|--|
| Avon Berlin Bloomfield Bristol Burlington Canton East Granby East Hartford East Windsor Enfield Farmington Glastonbury Granby Hartford | Manchester Marlborough New Britain Newington Plainville Rocky Hill Simsbury Southington South Windsor Suffield West Hartford Windsor Windsor Locks |
| LITCHFIELD COUNTY (PART) | MIDDLESEX COUNTY (PART) |
| Barkhamsted Hartwinton New Hartford | Cromwell Durham East Haddam |

| Plymouth Windchester | East Hampton Haddam Middlefield Middletown Portland |
|-------------------------------|--|
| NEW LONDON COUNTY (PART) | TOLLAND COUNTY (PART) |
| Colchester Lebanon | Andover Bolton Columbia Coventry Ellington Hebron Mansfield Somers Stafford Tolland Vernon Willington |
| WINDHAM COUNTY (PART) | |
| Ashford Chaplin Windham | |

3. *How may HOPWA funds be used?*

HOPWA Program grant funds may be use for one or more of the following:

HOPWA funds can be used to assist all forms of housing designed to prevent homelessness; in conjunction with such housing, appropriate supportive services must be provided. HOPWA funds may also be used to provide services independently of any housing activity. Three percent of the annual allocation may be used by the City of Hartford for overall program administration.

HOPWA funds may used for the following activities by service providers:

(1) Housing information services including, but not limited to, counseling, information, and referral services to assist an eligible person to locate, acquire, finance and maintain housing. This may also include fair housing counseling for eligible persons who may encounter discrimination on the basis of race, color, religion, sex, age, national origin, familial status, or handicap;

(2) Resource identification to establish, coordinate and develop housing assistance resources for eligible persons (including conducting preliminary research and making

expenditures necessary to determine the feasibility of specific housing-related initiatives);

(3) Project or tenant-based rental assistance, including assistance for shared housing arrangements;

(4) Short-term rent, mortgage, and utility payments to prevent the homelessness of the tenant or mortgagor of a dwelling;

(5) Supportive services including, but not limited to, health, mental health, assessment, permanent housing placement, drug and alcohol abuse treatment and counseling, day care, personal assistance, nutritional services, intensive care when required, and assistance in gaining access to local, State, and Federal government benefits and services, except that health services may only be provided to individuals with acquired immunodeficiency syndrome or related diseases and not to family members of these individuals;

(6) Operating costs for housing including maintenance, security, operation, insurance, utilities, furnishings, equipment, supplies, and other incidental costs;

(7) Technical assistance in establishing and operating a community residence, including planning and other pre-development or pre-construction expenses and including, but not limited to, costs relating to community outreach and educational activities regarding AIDS or related diseases for persons residing in proximity to the community residence;

(8) Acquisition, rehabilitation, conversion, lease and repair of facilities to provide housing and services;

(9) New Construction, for single room occupancy (SRO) dwellings and community residences only; and

(8) Administrative expenses: Each project sponsor receiving grants under the HOPWA program may use not more than 7 percent of its allocation for administrative costs. Note: Three percent of the annual allocation may be used by the City of Hartford for administrative costs.

4. Which federal regulations must I comply with in submitting my application?

AIDS Housing Opportunity Act (42 USC Sec. 12901 et. Seq. (the Act), the Housing Opportunities for Persons with AIDS (HOPWA)

Program rule, 24 CFR 574, as amended and the Consolidated Plan rule, 24 CFR 91 as amended (the Regulations).

5. Which program requirements are imposed on HOPWA funded programs and service providers?

- a) Connecticut AIDS Residence Coalition (CARC), a statewide organization representing housing and services providers, **Standards of Care** guidelines. These guidelines describe the best practices of operating supportive residential programs for people living with HIV/AIDS. All programs receiving HOPWA assistance in the Hartford MSA must follow these standards. A summary of the guidelines is provided herein and is attached to this Fact Sheet for HOPWA Grant Program.
- b) The confidentiality of the name of any individual assisted with HOPWA funds and any other information regarding individuals receiving assistance.; and
- c) Carry out program activities in accordance with the requirements of applicable HUD regulations; and
- d) Conduct ongoing assessments of its service delivery and supportive services provided to participants; and
- e) Assure adequate provision of supportive services to participants in the program; and
- f) Comply with other terms and conditions, including record keeping and reports (which must include racial and ethnic data on participants) for program monitoring and evaluation purposes, as the U.S. Department of Housing and Urban Development may establish for purposes of carrying out the program in an effective and efficient manner.

6. What criteria will be used to evaluate an organization's application received in response to this NOFA?

All applications submitted for funding will be reviewed to verify the eligibility of the proposed use of HOPWA funding per U.S. Department of Housing and Urban Development regulations. An applicant's request for funding will be reviewed against the following criteria as applicable:

1. Compliance with the requirements of this NOFA, including the completeness of application submitted;

2. Extent to which the proposed use of funds comply with Housing Opportunities For Persons With AIDS Program requirements, goals and objectives;
3. Extent to which the request meets a Priority Need for persons with AIDS from the Consolidated Plan;
4. Prior performance, including prior spending history, compliance with reporting requirements, audit findings;
5. The organization's quality assurance standards, outcome objectives;
6. Feasibility of the project as proposed;
7. Extent to which the provider's program leverages other funding sources as part of the total cost;
8. Cost per client served;
9. Level of involvement of other organizations and resources demonstrating strategic initiatives, which have a broad positive impact on the community; and
10. Program objectives.

The City reserves the right to make HOPWA awards deemed to be in the best interest of the city, and to the benefit of extremely low, very low and low-income Hartford residents and residents of the MSA.

7. *Why does the City want information on qualify assurance standards and outcome measures?*

The City wants to know what benefits can be expected if your program receives HOPWA funds. How will your program have a real, measurable impact on the quality of life of people living with HIV/AIDS? We want to know how your agency measures the impact of the program. How do you ensure that your agency is providing quality programs/services? Outcome measures are not to be confused with the activities themselves. An agency may serve hundreds of clients, without outcome measures, the impact on quality of life cannot be measured.

8. *Who are eligible clients for funding under the HOPWA program?*

A person eligible for assistance under a HOPWA funded program is a low-income person who is diagnosed with AIDS (Acquired Immune Deficiency Syndrome) or tested to be seropositive for HIV (Human Immunodeficiency Virus). Family members who reside with the eligible person may

also be assisted, if the family is a low-income family at less than 80% of median income.

9. *How much funding can I request for my project?*

Applicants may request any amount of funding. Note that a significant number of smaller awards are generally made. The City must make funding available for the entire Hartford MSA. To increase *your chance of obtaining funding in FY 2003, the City strongly encourages applicants to significantly leverage HOPWA funds with other funding sources and not depend on HOPWA funds as the sole financing source.*

10. *What if I am not awarded the amount I requested?*

Applicants are advised that they may be awarded fewer dollars than they request. Applicants must be prepared to carryout a project with the HOPWA funds awarded. If an applicant is not able to comply with this requirement, they must indicate this in their application.

11. *May an organization submit more than one application?*

Yes, but only if the applications are for distinctly different project sites, and in different service delivery areas.

12. *May an organization submit an application even if the organization has been awarded funding under an entitlement program in prior grant years?*

Yes. Applicants who were awarded funding previously may submit an application for FY 2003-04. The FY 2003-04 application may or may not have any relationship to the project funded in a previous year. Each application for FY 2003-04 will be evaluated based upon the criteria set forth in this solicitation, including prior performance, and relation to other similar applications that are received.

The City reserves the right not to fund any previously funded project.

13. *May an individual, professional person, or private citizen apply?*

No. Only agencies, organizations, and institutions are eligible to apply. The application must be signed by the CEO or other authorized signatory.

14. *How will recommendations for HOPWA funds available under this NOFA be made?*

All funding recommendations will be made by the City Manager to the Court of Common Council. The Council may make modifications and will give final approval to the FY 2003-04 HOPWA program. Applications that are recommended for funding will be presented in the City Manager's Recommended FY 2003-2004 Year Four Action Plan Summary on February 24, 2003 and published in the Hartford Courant on February 27, 2003.

15. *When will I know whether my organization's application is being recommended for funding?*

The City expects to officially announce FY 2003-2004 **final** grant awards, after Court of Common Council approval, in April of 2003. Successful applicants will receive Notices of Grant Awards via mail. The notice will indicate the amount of the award, the project being funded and city staff member assigned to administer the project. It is imperative that organizations clearly understand that if they are awarded HOPWA funds, a funding assistance agreement must be entered into. Contract terms will commence July 1, 2003.

Please be informed that an agreement cannot be executed prior to the City of Hartford's receipt of approval of its adopted and submitted Consolidated Plan and Year One Annual Action Plan from HUD. Generally, HUD's approval is received by July 31st, if not earlier. In addition to HUD's approval, the organization will need to submit all required information to the City, a scope of services will be negotiated with your Contract Manager and a program/project budget must be developed.

16. *What opportunity, if any, will be provided to organizations to comment on the allocations that are recommended by the City Manager?*

There will be a 30-day public comment period. It will run from February 24, 2003 to March 24, 2003. All comments received will be taken into consideration. There will also be a Public Hearing before the Hartford Court of Common Council, tentatively planned for March 19, 2003.

17. *If my organization is successful in receiving a grant award, when can we begin incurring costs?*

Grant recipients may begin incurring costs on the start date identified in the organization's negotiated funding agreement. The City plans to announce awards in May 2003, you should not

plan to begin incurring costs until July of 2003. However, this is contingent on HUD funding approval.

18. *What is the "Application"?*

The application for HOPWA grant funding contains three parts: (1) Housing Opportunities for People with AIDS – FY 03-04 Cover Sheet (completed and signed in blue ink by the program's authorized representative); (2) Check List (completed and signed in blue ink by the program's authorized representative; the Cover Sheet and the Check List must be signed by the same person); and (3) The "Application for Funding Assistance – HOPWA Program" (to be prepared by the applicant following instructions on the Check List. All elements on the Check List must be submitted for the application to be considered complete). To ensure that your application is completed properly, carefully follow the instructions on preparation in the Check List.

19. *Are matching funds required?*

No. Federal requirements governing HOPWA do not require matching funds. However, the City of Hartford strongly encourages applicants to leverage other funding sources.

20. *Can I use other federal funds in addition to those being requested under this program to support the same project?*

Yes. You may use other sources of federal funds in addition to those HOPWA funds that may be awarded under this solicitation. You must include an itemized budget in your application, which indicates all funding sources and amounts to support the project being proposed.

21. *Where can I get additional information on preparing my application?*

Again, you are strongly encouraged to carefully read the solicitation notice and all instructions first. Most questions are answered in this solicitation. If you need assistance you may contact the Office of Grants Management, at 543-8650.

22. *Where do I deliver my application and can I mail my application?*

You can mail or deliver your application(s) to the Office of Grants Management, Room 108, 550 Main Street, Hartford, CT 06103. Your application **MUST** arrive no later than 3:30 PM on Friday, January 10, 2003.

23. Can I fax or email my application?

No. The Office of Grants Management will **NOT** accept any facsimiled (FAX) or emailed applications.

APPLICATIONS RECEIVED AFTER THE DEADLINE FOR SUBMISSION WILL NOT BE CONSIDERED FOR FUNDING BY THE OFFICE OF GRANTS MANAGEMENT. SAID APPLICATIONS WILL BE TIME-STAMPED AND RETURNED TO THE APPLICANT. THERE WILL BE NO EXCEPTIONS.

REMEMBER:

Your application must be prepared on the application package using the FY 2003-04. You may also download the application form at:

www.hartford.gov/grantsmanagement/

Documents may be accessed via PDF/Acrobat Reader 4.0 or greater.

CONNECTICUT AIDS RESIDENCE COALITION (CARC) Summary of Standards of Care.

Applicants wishing to view the full document will find it at: www.ctaidshousing.org

THE FOLLOWING FIVE STANDARDS ARE PASS/FAIL

1. Program will maintain an occupancy rate of 80%.
2. Staffing Pattern complies with Standards (see website.)
3. Program complies with all applicable federal, state and local laws, regulations and ordinances, including, but not limited to, those required by federal, state or other contracts. Additionally, program complies with all requirements necessary for obtaining a certificate of occupancy for the program and all of its program sites.
4. The program adheres to the CT AIDS Confidentiality Law (CT General Statutes 19a - 581-590 and 592).
5. The program provides case management services.

Agencies must pass all 5 above plus earn 80% of the weighted Standards listed in the following three sections

Section I. Client Intake and Services

- ❖ The program has clearly stated eligibility criteria for admission into the program that are in compliance with DSS and HOPWA requirements, and a written policy describing the admission process.
- ❖ The program application and admission process addresses the following categories: personal information; indication of homelessness or risk thereof; activities of daily living; psychosocial history; medical history (including proof of HIV/AIDS diagnosis upon admission); legal issues, financial issues. Applicants should be informed in writing of grievance procedures should application be denied.
- ❖ The program provides case management services. Case management services are the process of linking the individual to the service system and monitoring the provision of services with the objective of continuity of care and

service. Case management includes but is not limited to the following components:

- **LINKING:** The process of referring the individual to all required services and supports as specified in the individual service plan.
 - **CASE-SPECIFIC ADVOCACY:** The process of interceding on behalf of the individual to gain access to needed services and supports.
 - **MONITORING:** The process of observing the individual to assure that needed services and supports are received.
 - **INDIRECT CASE MANAGEMENT:** A service that is provided by one or more program staff on behalf of a client and/or his collaterals that does not have to involve face-to-face contact with a client and his or her collaterals. The concrete service can be written in relationship to non-program agencies, organizations or professionals, e.g. telephone calls to the housing authority, a meeting with a representative of the welfare department, etc.
-
- ❖ The program has a written policy defining the terms and procedures for discharging a resident with a report that outlines the reason(s) for discharge and other relevant information.
 - ❖ The program has a communications system in place to facilitate information exchange between staff across shifts and/or days.
 - ❖ The program has a written policy describing how it will manage the end term care of residents.
 - ❖ The agency has a comprehensive resident manual which contains the following:
 - Statement of program philosophy
 - Prohibition of discrimination
 - Rules, regulations, responsibilities and disciplinary procedures
 - Staff hours & availability
 - Financial responsibilities
 - Visitor policy
 - Firearms/weapons policy

- Terms & procedures for being discharged.
 - Grievance Process
 - Resident rights including right to choose or refuse treatment (except in cases where it might pose a threat to the community)
 - Length of stay
 - Confidentiality Policies
 - List of services provided by the program
 - Explanation of case management services/service plans
 - Description of program sponsored groups
 - The program has policies and procedures for dispensation, storage and record keeping for medications.
 - Meals
 - Telephone
 - How program manages a bed/apartment if resident is hospitalized or away
 - Drug & alcohol policies
 - Drug & alcohol screening policies
 - Key policy
 - Staff access to resident room/apartment
 - Fire prevention practices
 - Smoking policy
 - Sexual harassment policy
 - Mandatory reporting by staff of child abuse, neglect, or at risk of abuse or neglect or intent to harm self or others.
- ❖ The agency has a comprehensive policies and procedures manual that assists staff in effectively carrying out the mission of the program and their assignments within the program.
 - ❖ Resident satisfaction survey offered annually

Section II. Health and Safety

- ❖ The program complies with the federal Department of Labor Occupational Safety and Health Administration (OSHA) "Enforcement Procedures for the Occupational Exposure to Bloodborne Pathogen Standards", as set forth in 29 CFR 1910.1030.
- ❖ The program facilities, including offices, are in compliance with all state and local health, fire and building codes.
- ❖ The program has a policy and procedure for filing and follow-up of incident reports for residents, staff and visitors.

- ❖ The program has a written policy and procedure regarding medical emergencies that arise with residents, staff or visitors.
- ❖ The program: (a) has a policy and procedure regarding the annual testing for Tuberculosis of all program staff; (b) offers immunizations for Hepatitis B to all program staff; and (c) has protocols for educating residents about health issues including but not limited to Tuberculosis, Hepatitis B and C.

Section III. Administration

- ❖ The agency is a legal entity, has non-profit status, has a governing authority that meets regularly and keeps a record of meetings and has by-laws.
- ❖ The agency is a fiscally responsible entity:
 - The agency has an annual audit conducted by a CPA or other authorized agent that is reviewed and voted on by the Board of Directors.
 - Has an annual budget and presents it to the Board on a regular basis.
 - Its % of program cost to admin cost ratio does not exceed acceptable non-profit standards (25%).
- ❖ The program has the following insurance coverage: workers' compensation; vehicle liability; bodily injury liability; employee dishonesty coverage; and any other coverage required by funders or pertaining to the type of program.
- ❖ The agency has a personnel/employee handbook that contains the following:
 - Organizational chart
 - Personnel file checklist
 - Position classification including job descriptions noting title, responsibilities, experience and educational requirements.
 - Benefits, including holidays, insurance, vacation, leaves of absence, workers' compensation, overtime;
 - Performance review, time and attendance reporting
 - Terms & conditions of employment including hours of the week
 - Policy on confidentiality including keeping personnel records secure and confidential

- Reference to code of ethics and conflict of interest policies
 - Sexual harassment policy
 - Compliance with state and federal statutes regulating employment and conditions of employment such as equal employment opportunities; affirmative action; priority hiring of qualified welfare recipients
 - The agency also has a written policy and plan for staff development that is reviewed and revised annually.
 - There is a system for informing staff when a policy has been revised or deleted or when a new policy is introduced.
 - OSHA training & compliance
 - Reimbursement of employee expenses
 - Grievance policy & procedure
 - Where applicable, a drug-free workplace
 - Termination and demotion
- ❖ The agency provides a comprehensive orientation for new employees that covers special skills needed for successful interaction, review of policies and procedures, information about available community resources, and OSHA recommendations.
- ❖ The program has a policy and procedure addressing volunteer training and orientation that includes all pertinent information related to the program's operations as well as the roles, responsibilities and parameters of volunteerism.